

<p>ice contracts</p> <ul style="list-style-type: none"> b. Risk Management---Target all contractors and affiliate members <ul style="list-style-type: none"> i. Data collection and making data collection more efficient ii. General risk management education and information iii. Slip and fall claims/litigation iv. ‘Selling’ risk management (positioning your company as snow insurance’) c. Insurance---Target all contractors <ul style="list-style-type: none"> i. Finding a reliable insurance provider ii. Ensuring that you are meeting the requirements of a policy iii. Pros and Cons of Additional Insured clauses <p>III. Deicing & Anti-Icing Materials [OC IA2]</p> <ul style="list-style-type: none"> a. Deicing---Target, all contractors and affiliate members <ul style="list-style-type: none"> i. Finding alternatives/supplements to rock salt, including liquids ii. Basic principles of deicing b. Anti-icing---Target medium to large contractors and affiliate members <ul style="list-style-type: none"> i. Basic training related to anti-icing concept ii. Advanced training of use of materials for anti-icing <ul style="list-style-type: none"> 1. Selling in contracts/to customers 2. Best practices/safe use 3. Equipment c. Special Topic: Salt Supply Management---target all contractors and affiliate members [OC IA5b] <ul style="list-style-type: none"> i. Securing/finding salt ii. Storing salt iii. Using salt efficiently iv. Contractual addendums/escalation clauses in contracts <p>IV. Safety & Equipment Training [OC IA2]</p> <ul style="list-style-type: none"> a. Safety---all contractor and affiliate members <ul style="list-style-type: none"> i. Safe operation of equipment/best practices ii. OSHA standards/regulations for snow & ice iii. Creating a safety training program 	<p>AprilRegional_ManagingRisk&Tech: 2 hours Beckman_SnowStrategiesForum: 2 hours</p> <p>WhitePaper_Sinsky: 15 minutes</p> <p>SympSession_Gleichman: 1.5 hours WhitePaper_Keep: 15 min</p> <p>SympSessionZorno: 1.5 hours SympSessionOssian: 1.5 hours</p> <p>WebinarKeep_Fall08: 1.5 hours SympSessionSaltSupply,Kaar: 1.5 hours Webinar_SaltSupply_July09: 1.25 hours</p> <p>Symp_EquipDemoDay: 4.5 hours</p> <p>SympSessionHeyer: 1.5 hours</p>
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<p>b. Equipment Training---all contractors and affiliate members</p> <ul style="list-style-type: none"> i. Efficiency for plowing/salting ii. Maintenance of equipment iii. Proper use of equipment/proper application of equipment to the job <p>V. Business Management [OC IA1&3]</p> <ul style="list-style-type: none"> a. Subcontractors---Target medium to large contractors <ul style="list-style-type: none"> i. Finding reliable subcontractors ii. Legal requirements b. Financing Equipment for snow and ice (a seasonal business)---Target small to medium contractors <ul style="list-style-type: none"> i. Securing financing for small companies/Making a company attractive for credit/financing ii. Understanding the terms of the lease/agreements you are signing c. Marketing---target all contractors <ul style="list-style-type: none"> i. Positioning your company/finding a niche ii. Advertising/promotion d. Finding reliable employees---target all contractors e. Leadership/management---target medium to large contractors <p>VI. Educating Facilities/Property Managers [OC 1D] {SP 2}</p> <ul style="list-style-type: none"> a. Contracting vs. in-house snow removal pros and cons b. Signing contracts/understanding contracts c. Managing a snow and ice budget d. Finding a reliable snow service provider <p>VII. Additional topics</p> <ul style="list-style-type: none"> a. Technology in snow and ice [OC IA2] <ul style="list-style-type: none"> i. Software ii. GPS b. Sidewalk crew management [OC IA2] c. Environmental stewardship in snow and ice [OC IA5b] {SP 8} d. Weather forecasting 	<p>SympSessionDudash: 1.5 hours</p> <p>SympSessionsGallagher, Korhan, Bass: 4.5 hours</p> <p>WebinarPropertyManagers_Aug09:1.25 hours WhitePaper_Harwood: 15 minutes SympSessionChilds, Freer: 1.5 hours Bass_SnowStrategiesForum: 4 hours SympSessionsHargett (2), Bass, Korhan: 6 hours Bass_SnowStrategiesForum: 2 hours</p> <p>NO EDUCATION PLANNED 2008-2009 FY</p> <p>SympSession: Meltingvs.Hauling: 1.5 hours SympSession:Spivey, 1.5 hours AprilRegional_ManagingRisk&Tech:4 hours</p> <p>WebinarSidewalks_April09: 1.5 hours WhitePaper_Harwood: 15 min WhitePaperElse: 15 min, WhitePaperJames: 15 min</p>
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<p>e. Working for a national snow & ice management firm as a subcontractor</p>	<p>Other education planned but not aligned with an agenda item: SympKeynoteRussia: 1 hours SympSessionShackles: 1.5 hours SympSessionGallagher(operational planning): 1.5 hours SympSessionWomensPanel: 1.5 hours</p>

Definite additions to 2010 PEA:

I. Negotiation & Interpersonal Communication

- a. Interpersonal communication/reading personality types
- b. Maintaining/keeping control of conversations
- c. Overcoming objections/dealing with difficult people and personalities
- d. Negotiating contracts/key elements

Possible additions to next year's PEA:

-Hauling snow

-Operations/planning/snow response planning